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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/477,991	01/05/2000	BRYCE A. JONES	1264	1039
28004	7590	05/04/2005	EXAMINER	
SPRINT 6391 SPRINT PARKWAY KSOPHT0101-Z2100 OVERLAND PARK, KS 66251-2100			BURGESS, BARBARA N	
			ART UNIT	PAPER NUMBER
			2157	

DATE MAILED: 05/04/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/477,991	JONES, BRYCE A.
	Examiner	Art Unit
	Barbara N. Burgess	2157

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 17 February 2005.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 146-165 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 146-165 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) Notice of Informal Patent Application (PTO-152)
- 6) Other: _____

DETAILED ACTION

This Office Action is in response to a Request for Continuation Examination (RCE) filed February 17, 2005. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 have been cancelled as requested by Applicants. Claims 146-165 are presented for examination.

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 146-165 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al. (hereinafter “Goss”, 6,493,447 B1).

As per claims 146 and 156, Goss discloses a method and system of operating a communication system to route web calls to a web call center including a plurality of web call resources to handle the web calls, the method comprising:

- Receiving a web call for the web call center, wherein the web call originates from a user device (column 1, lines 15-18);

- Processing a cookie for the user device to select one of the web call resources to handle the web call originating from the user device (column 6, lines 7-11, column 12, lines 54-59);
- Generating routing information for the web call originating from the user device to the selected web call resource (column 6, lines 21-26, column 13, lines 1-14);
- Transferring the routing information to extend the web call originating from the user device to the selected web call resource (column 6, lines 35-44, 56-61, column 7, lines 1-5).

As per claims 147 and 157, Goss discloses method and system of claims 146 and 156, wherein the web call is comprises a Get document request in Hyper Text Transfer Protocol (column 5, lines 5-10, column 12, lines 31-35, 60-64).

As per claims 148 and 158, Goss discloses the method and system of claims 146 and 156, wherein the selecting is further based upon caller-entered information (column 6, lines 27-60).

As per claims 149 and 159, Goss discloses the method and system of claims 146 and 156, wherein selecting is further based upon an Internet Protocol address (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 150 and 160, Goss discloses the method and system of claims 146 and 156, wherein selecting is further based upon a domain name (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 151 and 161, Goss discloses the method and system of claims 146 and 156, wherein selecting is further based upon one or more of a day or a time of day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 152 and 162, Goss discloses the method and system of claims 146 and 156, wherein selecting is further based on the least busy agent (column 5, lines 41-44, column 7, lines 1-3).

As per claims 153 and 163, Goss discloses the method and system of claims 146 and 156, wherein selecting is further based on the least congested route (column 5, lines 41-44, column 7, lines 1-3).

As per claims 154 and 164, Goss discloses the method and system of claims 146 and 156, wherein selecting is further based on the class of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 155 and 165, Goss discloses the method and system of claims 146 and 156, further comprising selecting a web service application based upon the cookie (column 6, lines 7-11, column 12, lines 54-59).

Response to Arguments

The Office notes the following arguments:

- (a) Goss does not disclose processing a cookie to select one of the web call resources to handle a web call that originates from a user device to a web call center.
- (b) Goss does not disclose generating routing information for the web call originating from the user device to the selected web call resource.
- (c) Goss does not disclose transferring the routing information to extend the web call to the selected web call resource.

3. Applicant's arguments have been fully considered but are not persuasive.

In response to:

- (a) Goss explicitly discloses the Server maintaining a session with the customer's browser using cookies. This session includes the Web Server sending an HTML file that represents the site's homepage. Embedded in the file are applets that manage the call-back services and sessions with agents. Therefore, when the customer requests contact with an agent, the Server uses the **information from the cookies** (**information from the session between the customer's browser and the Server are stored in the**

cookies) to direct the request to a qualified agent. Goss states "the Web Server maintains a session with the customer browser over the Internet using cookies or other session maintenance technology. This way, when the customer submits a call-back request, the Web Server can identify that customer for the purpose of matching the call-back request to a qualified agent." Goss, without a doubt, discloses using a cookie or digital certificate to identify a web call center resource, that resource being an agent (column 5, lines 65-67, column 6, lines 1-11, 27-33, 45-51, 61-65, column 7, lines 1-10, column 12, lines 31-37, 43-49, 55-59, column 13, lines 7-10, 31-36). Particularly, the claim states "wherein identifying the web call center resource is based on information stored in a cookie or based upon information stored in a digital certificate". Examples of the information stored in the cookie are the customer's user id, password, name, call-back telephone number, identifier, corporate business that the customer represent, etc. This **information stored in the cookie** is used to pass the request to the appropriate agent (column 6, lines 1-10, 19-40, 45-50).

(b) Goss also discloses the user entering call-back information which is used to route the request to a particular agent. The information generally includes the customer's name, telephone number, customer identifier, and other information as needed. All of this is used in routing the request to the appropriate agent (column 6, lines 21-26, column 13, lines 1-14).

(c) Goss explicitly discloses the call-back request being transferred to the appropriate agent. The request includes the information entered by the customer (column 6, lines 35-44, 56-61, column 7, lines 1-5).

Conclusion

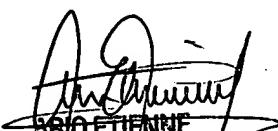
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Barbara N. Burgess whose telephone number is (571) 272-3996. The examiner can normally be reached on M-F (8:00am-4:00pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571) 272-4001. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9306 for regular communications and (703) 872-9306 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-3900.

Barbara N Burgess
Examiner
Art Unit 2157

May 2, 2005



ARIO ETIENNE
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